

**BEFORE THE  
PUBLIC SERVICE COMMISSION  
OF SOUTH CAROLINA**

**Docket No. 2019-255-C**

Application of Smart Communications )  
Holding, Inc. For a Certificate of Public )  
Convenience and Necessity to Provide )  
Intrastate Resold Institutional )  
Telecommunications Services Within the )  
State of South Carolina )  

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**SMART COMMUNICATIONS HOLDING, INC.**

Direct Testimony of

Terry Whiteside on behalf of Smart Communications, Inc.

SMART COMMUNICATIONS HOLDING, INC.  
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DIRECT TESTIMONY OF TERRY WHITESIDE

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1   **Q.     Will you please state your name and business address.**

2   A.     My name is Terry Whiteside. My business address is 10491 72<sup>nd</sup> Street, Seminole, FL 33777.

4   **Q.     By whom are you employed and in what capacity?**

5   A.     I am employed by Smart Communications Holding, Inc, and hold the position of Vice President of  
6           Operations.

8   **Q.     Please give a brief description of your background and experience.**

9   A.     I joined Smart Communications in January of 2019 and currently serve as Vice President of  
10          Operations. I have over 27 years of experience in the telecommunications industry. Most recently, I  
11          served as Chief Operating Officer with Lattice Incorporated. Prior to joining Lattice Incorporated in  
12          2007, I spent more than 15 years in the telecommunications industry. I have a Bachelor of Applied  
13          Science Degree in Electronic Information Systems Engineering.

15  **Q.     What is the purpose of your testimony?**

16  A.     The purpose of my testimony is to present evidence describing the technical, managerial and financial  
17          fitness of Smart Communications to provide specialized institutional telecommunications services to  
18          inmates and other incarcerated persons in correctional and confinement institutions throughout the  
19          State of South Carolina. This testimony will also describe the services proposed by Smart  
20          Communications. Finally, the purpose of my testimony is to show that the public interest will be  
21          served by approval of the application of Smart Communications for a certificate of public convenience  
22          and necessity.

24  **Q.     Do you intend to incorporate by reference any documents into your testimony?**

25  A.     Yes, I wish to incorporate by reference the underlying Application filed in this proceeding and its  
26          associated exhibits. All of the statements and exhibits in the application are correct and true to the best  
27          of my knowledge.

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1 **Q. Has Smart Communications registered to do business in South Carolina?**

2 A. Yes. Smart Communications received Secretary of State Authority in South Carolina on January 29,  
3 2019.

4  
5 **Q. Please explain the Company's corporate structure.**

6 A. Smart Communications was incorporated in the State of Florida on December 24, 2014.  
7

8 **Q. Please describe the services Smart Communications intends to provide within the State of South**  
9 **Carolina.**

10 A. Smart Communications proposes to provide automated operator-assisted collect and prepaid calling  
11 services to inmates and other incarcerated person in confinement institutions throughout the State of  
12 South Carolina with sophisticated equipment that permits inmates and other incarcerated persons to  
13 make outgoing calls without the assistance of a live operator.  
14

15 **Q. Where in South Carolina does Smart Communications intend to offer its services?**

16 A. Smart Communications intends to offer its services throughout the State of South Carolina.  
17

18 **Q. How are billing errors, complaints and trouble reports handled?**

19 A. Smart Communications provides strong customer support service. For billing inquiries on collect  
20 charges, customers are initially directed to Smart Communications' billing agent whose toll-free  
21 number is provided in each facility lobby, posted by inmate phones and is also available on the  
22 Company's website. Should an inquiry exceed the authority delegated by Smart Communications, the  
23 customer is referred to the Company's Customer Care call center for further assistance. Its hours of  
24 operation are 7AM to 12 Midnight Eastern Standard Time daily. Customers placing calls after hours  
25 may leave a voice mail which will be returned the following day. When circumstances require,  
26 additional support is provided from the Company's headquarters between 9am and 5pm weekdays.  
27

28 **Q. Describe the proposed Smart Communications South Carolina tariff.**

29 A. Smart Communications has included a proposed tariff, which contain the rules, regulations and rates

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1 for its institutional services as Exhibit E of the Application.

2  
3 **Q. Describe Smart Communications' proposed services.**

4 A. Smart Communications proposes to provide automated operator-assisted collect and prepaid calling  
5 services to inmates and other incarcerated persons in confinement institutions throughout the State of  
6 South Carolina. Smart Communications will provide correctional and confinement institutions with  
7 sophisticated equipment that permits inmates and other incarcerated persons to make outgoing calls  
8 without the assistance of a live operator.

9  
10 **Q. In what states is Smart Communications currently certificated?**

11 A. Smart Communications is authorized to provide service in Georgia, Kentucky, Indiana, and  
12 Wisconsin.

13  
14 **Q. Describe Smart Communications' financial ability to operate as a telecommunications  
15 provider.**

16 A. Smart Communications has sufficient financial resources to provide the services in South Carolina.  
17 The Company does not plan to construct any facilities, nor will it incur additional debt to operate in  
18 South Carolina. The Company provided financial statements as part of its application.

19  
20 **Q. Do you believe Smart Communications is capable of delivering its proposed services in South  
21 Carolina?**

22 A. Yes, in addition to having sufficient financial resources, the management team of Smart  
23 Communications has a strong background in telecommunications as demonstrated by the biographies  
24 included as **Exhibit D** to the Company's application.

25  
26 **Q. Did Smart Communications request any waivers in its application?**

27 A. Yes. The Company requested waivers from any requirements that our financial records be maintained  
28 in conformance with the Uniform System of Accounts. We currently maintain our books and records  
29 in accordance with GAAP; and therefore do not possess the detailed cost data required by USOA. In

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1 addition, we requested a waiver of S.C. Reg. 103-610's requirement that our books be kept in South  
2 Carolina. Our records are currently maintained at Smart Communications' headquarters in Seminole,  
3 Florida. Maintaining its books and records in South Carolina would be unduly burdensome; Smart  
4 Communications will provide records upon request. Smart Communications' registered agent in South  
5 Carolina is Corporation Service Company and will bear any costs associated with the Commission's  
6 inspection of its books and records. The Company also requested a waiver of S.C. Regs. 103-612.3  
7 since we are seeking statewide authority.  
8

9 **Q. Will the services your Company intends to provide meet the service standards of the**  
10 **Commission?**

11 A. Yes.  
12

13 **Q. Will granting your application adversely impact the availability of affordable local exchange**  
14 **service?**

15 A. No.  
16

17 **Q. Will Smart Communications support universally available telephone service at affordable rates**  
18 **as required by the Commission?**

19 A. Yes.  
20

21 **Q. How will South Carolina consumers benefit from Smart Communications' services?**

22 A. Certification of Smart Communications Holding, Inc. will serve the public interest and offer several  
23 benefits to institutional customers in South Carolina.  
24

25 **Q. Does this conclude your testimony?**

26 A. Yes.

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**VERIFICATION OF DIRECT  
TESTIMONY OF TERRY  
WHITESIDE FOR SMART  
COMMUNICATIONS HOLDING,  
INC.**

I, Terry Whiteside, being first duly sworn, say that I am employed by Smart Communications Holding, Inc. as Vice President of Operations and have read my Direct Testimony filed herewith and know the contents thereof, and that the contents are true, accurate and correct to the best of my knowledge, information and belief.

Signature: \_\_\_\_\_

Terry Whiteside

Vice President of Operations, Smart Communications Holding, Inc.

Sworn to and subscribed before me this 17 day of September, 2019 by Terry Whiteside, who is personally known to me or has produced NJ DL as identification.

Notary Signature: \_\_\_\_\_

Notary Name: \_\_\_\_\_

My Commission Expires: \_\_\_\_\_

**AMY D ARAICA**  
Notary Public  
State of New Jersey  
My Commission Expires Oct. 24, 2023  
I.D.# 2458467

Oct. 24, 2023

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Public Convenience and Necessity to )  
Provide Intrastate Resold Institutional )  
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of South Carolina )

CERTIFICATE OF SERVICE

This is to certify that I, Toni Hawkins, a paralegal with the law firm of Robinson Gray Stepp & Laffitte, LLC have this day served a copy of the Verified Direct Testimony of Terry Whiteside in the foregoing matter via electronic mail as follows:

Jeffrey M. Nelson, Chief Legal Officer  
SC Office of Regulatory Staff  
Email: [jnelson@ors.sc.gov](mailto:jnelson@ors.sc.gov)

Carri Grube – Lybarker, Counsel  
SC Department of Consumer Affairs  
Email: [clybarker@scconsumer.gov](mailto:clybarker@scconsumer.gov)

Becky Dover, Counsel  
SC Department of Consumer Affairs  
Email: [bdover@scconsumer.gov](mailto:bdover@scconsumer.gov)

Dated at Columbia, South Carolina this 23<sup>rd</sup> day of September, 2019.

  
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